

OSS / OII Performance Measurements Draft A/O 7/10/00
February 2000 Review - Pacific Bell & GTE Closed Issues

MEASURE	ISSUE	ISSUE SPONSOR	STATUS
1	Recommendation: Disaggregation for Loop Qual into RTZ, Loop Qual, K1023(DSL), K1023(other) - Pacific Bell.	ALL	CLOSED - Recommendation accepted for Pacific Bell
1	Recommendation: All loop qualification sub-measures are measured at parity, except RTZ (Pacific Bell).	ALL	CLOSED - Recommendation accepted for Pacific Bell
1	Recommendation: Loop qual sub-measures would be measured in business hours; fully electronic in system hours.	ALL	CLOSED - Recommendation accepted
1	What is internal standard for K1023 process for DSL service? (Pacific Bell).	PB	CLOSED - Internal standard provided by Pacific Bell
1	Recommendation: Pacific Bell wants to change evaluation of the sub-measures to total transaction time - Pacific Bell has recommended benchmarks for total transaction time.	PB	CLOSED - Benchmarks established for Pacific Bell
1	Recommendation: Discontinue measurement of CESAR for pre-order queries due to minimal use of system for pre-order queries. System will be decommissioned in 9/00.	PB	CLOSED - Recommendation accepted for Pacific Bell
1	Recommendation: Establish an upper limit on number of CSRs that can be requested in one CSR request.	PB	CLOSED - Upper limit of 50 TNs per CSR established for Pacific Bell
1	Recommendation: For Starwriter sub-measure, change parity comparison from a comparison of average response times to % within 4 seconds	PB	CLOSED - Recommendation accepted for Pacific Bell
1	Recommendation: Add the following note to the measure,; "Where CLEC accesses Pacific Bell's systems using a Service Bureau Provider, the measurement of Pacific Bell's performance shall not include Service Bureau Provider processing, availability or response time."	PB	CLOSED - Recommendation accepted for Pacific Bell
1	Recommendation: GTE will report Loop qualification into electronic access (WISE)	GTE	CLOSED - Recommendation accepted for GTE
1	Is Engineering Query available for CLECs? (GTE).	CLECs	CLOSED - GTE will provide all available Loop Qual data to CLECs
1	Recommendation: For all pre-order query types, except, electronic loop qual, will be measured at legacy + 6 seconds.	GTE	CLOSED - Benchmark of Legacy + 5 seconds accepted for GTE. These benchmarks will be revisited in 6 months

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2	Recommendation: Include standalone Directory Listings in FOC measure as a separate disaggregation.	CLECs	CLOSED - Standalone directory listings will be included in Measure 2 for GTE, but will not for Pacific Bell as Pacific Bell does not return FOCs for directory listing requests
2	Recommendation: Exclude loop qualification/facility availability time from overall interval for following services: <ul style="list-style-type: none"> • XDSL • Line Sharing • ISDN • Channelized DS1 • DS3 • Unbundled Dedicated Transport - DS3 	PB	CLOSED - Recommendation accepted for Pacific Bell
2	Recommendation: Evaluate Held and Denied sub-measure at parity.	COVAD	CLOSED - Recommendation accepted for Pacific Bell
2	Recommendation: Add the following note to the measure,; "Where CLEC accesses Pacific Bell's systems using a Service Bureau Provider, the measurement of Pacific Bell's performance shall not include Service Bureau Provider processing, availability or response time."	PB	CLOSED - Recommendation accepted for Pacific Bell
2	Recommendation: Establish a benchmark of 90% in 72 hours for all service requests for Projects	PB	CLOSED - Recommendation accepted for Pacific Bell
2	What are the service types that are programmed to be electronically received/electronically processed for GTE.	CLECs	CLOSED - GTE provided required information
3	Recommendation: Include standalone Directory Listings in Reject measure as a separate disaggregation.	CLECs	CLOSED - Recommendation accepted
3	Recommendation: Exclude loop qualification/facility availability time from overall interval for following services: <ul style="list-style-type: none"> • XDSL • Line Sharing • ISDN • Channelized DS1 • DS3 	PB	CLOSED - Recommendation accepted for Pacific Bell

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	<ul style="list-style-type: none"> Unbundled Dedicated Transport - DS3 		
3	Recommendation: Add the following note to the measure,; "Where CLEC accesses Pacific Bell's systems using a Service Bureau Provider, the measurement of Pacific Bell's performance shall not include Service Bureau Provider processing, availability or response time."	PB	CLOSED - Recommendation accepted for Pacific Bell
3	Recommendation: Establish a benchmark of 90% in 72 hours for all service requests for Projects	PB	CLOSED - Recommendation accepted for Pacific Bell
4	Recommendation: Continue to report this measure diagnostically	PB	CLOSED - Recommendation accepted
4	Recommendation: GTE proposes a benchmark of 15% for Resale and UNE.	GTE	CLOSED - Measure 4 will be measured diagnostically
5	Recommendation: To eliminate disaggregation by electronic interface and lack of facilities/ all other.	ALL	CLOSED - Recommendation accepted
5	Recommendation: Redefine parity comparison for 4w digital loop (1.544mbps capable).	PB	CLOSED - Parity comparison redefined for Pacific Bell
5	Recommendation: Need to identify jeopardies by code in raw data	CLECs	CLOSED – Recommendation accepted
6	Recommendation: To eliminate disaggregation by electronic interface and lack of facilities/ all others	ALL	CLOSED - Recommendation accepted
6	<p>Recommendation: The following proposals were made for benchmarks for this measure:</p> <p><i>Pacific Bell</i> -</p> <p>Assignment Jeopardies - 90% in 1 or more days</p> <p>Installation Jeopardies (POTS) - 90% in 30 minutes or more</p> <p>(Special)- 90% in 6 hours or more</p> <p>Missed Commit Notices - 90% within 24 hours</p>	PB, CLECs	CLOSED - Benchmarks established for Pacific Bell

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	<i>CLECs</i> Assignment Jeopardies - 95% in 1 or more days Installation Jeopardies (POTS) - 95% in 15 minutes or more (Special)- 95% in 6 hours or more Missed Commit Notices - 90% by noon the next day		
6	Recommendation: Need to identify jeopardies by code in raw data	CLECs	CLOSED – Recommendation accepted
7	Recommendation: For Retail Analog for UNE Loops , do not include Feature only orders	PB	CLOSED - Recommendation accepted
7	Should orders with customer requested due dates beyond the standard interval be excluded?	ATT	CLOSED - These orders are excluded.
7	Reference to "Projects" still in "Notes" for the measure. Is there any recommendation?	All	CLOSED - GTE will not exclude projects for Measure 7. Pacific Bell will exclude projects for Measure 7
8	Recommendation: For Retail Analog for UNE Loops , do not include Feature only orders	PB	CLOSED - Recommendation accepted
8	Recommendation: Eliminate this measure	GTE	CLOSED - Measure will remain as part of the plan
8	Recommendation: Include Customer Request Due Date as Standard interval in measure.	CLECs	CLOSED - Recommendation not accepted
9	Recommendation: Create a similar measure for FDT orders	ATT	CLOSED - New measure (Measure 9A)will be developed (Pacific Bell only)
10	Recommendation: Excludes failures occurring in the first 15 minutes after the release of the subscription version	PB	CLOSED - Recommendation not accepted
10	Recommendation: Exclude large ports over 500 lines	PB	CLOSED - Recommendation accepted
10	Recommendation: Determine if a benchmark would be more appropriate for this measure	PB	CLOSED - Benchmarks accepted for Pacific Bell and GTE
10	CLECs don't see GTE results reported on the GTE PM website	CLECs	CLOSED - Benchmark established for Measure 10 for GTE

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11	Recommendation: For Retail Analog for UNE Loops , do not include Feature only orders	PB	CLOSED - Recommendation accepted
11	Recommendation: Include disconnects and delayed orders to be include in measure - note in business rules	CLECs	CLOSED- Recommendation not accepted
11	Recommendation: Exclude record only orders - note in business rules. Question: Are CLEC orders in this exclusion or just GTE orders?	CLECs	CLOSED- Recommendation accepted
11	Are ILEC official orders included in ILEC calculation or affiliate data? Note: Need to ensure raw data is timely and comprehensive before discussion of exclusions	CLECs	CLOSED - ILEC official orders are excluded from measure.
12	Recommendation: For Retail Analog for UNE Loops , do not include Feature only orders	PB	CLOSED- Recommendation accepted
12	Need to understand why a delayed order counted in Measure 11 would cause Measure 12 to be excluded.	CLECs	CLOSED - Discussion of issue deferred to next periodic review
13	Recommendation: For Retail Analog for UNE Loops , do not include Feature only orders	PB	CLOSED- Recommendation accepted
14	Recommendation: For Retail Analog for UNE Loops , do not include Feature only orders	PB	CLOSED- Recommendation not accepted
14	Recommendation: Include disconnects and delayed orders to be include in measure - note in business rules	CLECs	CLOSED- Recommendation not accepted
14	Recommendation: Exclude record only orders - note in business rules. Question: Are CLEC orders in this exclusion or just GTE orders?	CLECs	CLOSED- Recommendation accepted
14	Are ILEC official orders included in ILEC calculation or affiliate data? Note: Need to ensure raw data is timely and comprehensive before discussion of exclusions	CLECs	CLOSED - ILEC official orders are excluded from measure.
15	Recommendation: Parity as measurable standard for LNP sub-measure.	ATT/ WORLDCOM	CLOSED - Benchmark established for this sub-measure (Pacific Bell only)

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15	Recommendation: Add new measure, Measure 15A, to measure average time to restore prov. troubles.	ATT	CLOSED- Recommendation accepted
15	Pacific Bell to verify that troubles reported by CLEC on UNE Loops after provisioning is complete but before CLEC has accepted the loop are capture in this measure.	COVAD	CLOSED - Pacific Bell provided information
16	Recommendation: Implement a level of disaggregation for FDT orders	ATT	CLOSED- Recommendation not accepted
16	Recommendation: Add a business rule that says, "If no service orders are processed for a service group type in the report month, the denominator for the calculation of this measure will be service orders processed in the last month of service order activity".	PB	CLOSED- Recommendation accepted (Pacific Bell only)
17	Recommendation: Implement a level of disaggregation for FDT orders	ATT	CLOSED- Recommendation accepted for Pacific Bell
17	Recommendation: Add a business rule that says, "If no service orders are processed for a service group type in the report month, the denominator for the calculation of this measure will be service orders processed in the last month of service order activity".	PB	CLOSED- Recommendation accepted for Pacific Bell
17	Recommendation: Parity as measurable standard for LNP sub-measure.	PB/GTE	CLOSED - Benchmark established for this sub-measure
18	Verify Disconnect orders are reported in this measure.	COVAD	CLOSED - Disconnects reported in measure
18	Recommendation: Implementation of a new measure of Billing Completion Notice timeliness.	WORLDCOM	CLOSED- Recommendation accepted for Pacific Bell
18	Recommendation: Identify start times for measure 18 (sub-measures) to JPSA.	WORLDCOM	CLOSED - ILECs provided information
18	Recommendation (for PB only): Benchmark of 97% within X minutes.	CLECs	CLOSED - Benchmarks revised for this measure for Pacific Bell
18	Recommendation: Implement a new sub-measure to evaluate	CLECs	CLOSED - Recommendation accepted for Pacific Bell

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	percent of fall out from fully electronic process		
18	Recommendation: Fallout from fully electronic process be captured in "All Other" sub-measure.	PB	CLOSED- Recommendation not accepted for Pacific Bell
18	Recommendation: Remove LSC from the title of the PM used in WISE.	ALL	CLOSED - Recommendation accepted for GTE
19	Recommendation: Parity as measurable standard for LNP sub-measure.	ATT/ WORLDCOM	CLOSED - Benchmark established for this sub-measure
19	Recommendation: Eliminate FOK/TOK reports from this measure.	GTE	CLOSED- Recommendation not accepted
20	Recommendation: Parity as measurable standard for LNP sub-measure.	ATT/ WORLDCOM	CLOSED - Benchmark established for this sub-measure
20	Recommendation: Eliminate FOK/TOK reports from this measure.	GTE	CLOSED- Recommendation not accepted
21	Recommendation:: Eliminate FOK/TOK reports from this measure.	GTE	CLOSED- Recommendation not accepted
21	Recommendation: Parity as measurable standard for LNP sub-measure.	ATT, WORLDCOM	CLOSED - Benchmark established for this sub-measure
22	Recommendation: Eliminate this measure.	GTE, PB	CLOSED - Recommendation not accepted
23	Recommendation: Parity as measurable standard for LNP sub-measure.	ATT, WORLDCOM	CLOSED - Benchmark established for this sub-measure
24	Recommendation: Eliminate disaggregation at central office level - measure would be evaluated at statewide level.	GTE, PB	CLOSED- Recommendation accepted
24	Recommendation: Change benchmark to no more than 1% of the trunk groups blocking at 1.5%	WORLDCOM	CLOSED - Recommendation not accepted
25	Recommendation: Eliminate disaggregation at central office level - measure would be evaluated at statewide level.	GTE, PB	CLOSED- Recommendation accepted
25	Recommendation: CLECs want detail CO information on trunk groups exceeding 2% blocking threshold. All CLECs except Time Warner are O.K. with report.	Time Warner	CLOSED- Recommendation accepted
26	Recommendation: Exclude from the measure NXX codes that cannot be fully tested because CLEC does not supply a correct test number.	PB	CLOSED- Recommendation accepted

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27	Recommendation: This measure be eliminated - ILECs believe they have implemented or can quickly change to parity by design process (broadcast Email) and have the process validated for "parity by design" criteria.	GTE/PB	CLOSED- Recommendation accepted
28	Recommendation (for PB only): Change measurable standard for Switched Access to parity.	PB	CLOSED- Recommendation accepted for Pacific Bell
29	Need to establish benchmark for this measure.	All Parties	CLOSED - Benchmarks will be developed after 3 months of data are available or at the next 6 months' review
31	Recommendation: For Pacific Bell, usage billed through CABS lag by one day. Pacific Bell would like to change measure to allow 3 business days at the end of the report month to ensure all CABS billed usage is posted	PB	CLOSED- Recommendation accepted for Pacific Bell
32	Recommendation: Benchmark of 99.99%.	Time Warner	CLOSED- Recommendation not accepted
33	Recommendation: Benchmark of 99.99%.	Time Warner	CLOSED- Recommendation not accepted
34	Recommendation: Benchmark of 99.99%.	Time Warner	CLOSED Recommendation not accepted
35	Recommendation: Delete of this measure.	All Parties	CLOSED- Recommendation not accepted
36	Need to establish benchmark for this measure.	All Parties	CLOSED - Benchmarks will be developed after 3 months of data are available or at the next 6 months' review
37	Recommendation: Add LIDB and MSAG to list of databases measured.	Time Warner	CLOSED - LIDB will be reported, but MSAG will not (Pacific Bell only)
37	Recommendation: Change in benchmark for direct gateway access to 99.5% in 48 hours.	Time Warner	CLOSED- Recommendation not accepted
38	Add LIDB and MSAG to list of databases measured.	Time Warner	CLOSED - LIDB will be reported, but MSAG will not (Pacific Bell only)
38	Recommendation: Benchmark for direct gateway inputs be changed to 99%.	Time Warner	CLOSED - Recommendation accepted
39	Recommendation: Elimination of need to report measure because it is parity by design.	GTE	CLOSED - Recommendation accepted for Pacific Bell
40	Recommendation: Delete second business rule - "Applies to all requests for physical collocation space."	All	CLOSED - Recommendation accepted

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40	Recommendation: Add new business rule - "If CLEC makes a change to the size (or, for virtual collocation, to the configuration) of the requested collocation space within the 15 day (Space Availability period), the 15 and 30 calendar day timer will be restarted from the receipt date of the revised application."	GTE	CLOSED - Recommendation modified and accepted as reflected in the JPSA
41	Recommendation: Set project limit for this measure at 40 collocation arrangements per CLEC (10 per region). If CLEC orders more than 40 (10 per region), committed interval is extended by 10 days for every 40 collocation orders thereafter.	PB	CLOSED - Recommendation accepted for Pacific Bell
41	Recommendation: Disaggregation of this measure should be by region/MSA.	Time Warner	CLOSED - Recommendation not accepted
41	Recommendation: Set project limit for this measure at 40 collocation arrangements per CLEC (10 per region). If CLEC orders more than 40 (10 per region), committed interval is extended by 10 days for every 40 collocation orders thereafter.	PB	CLOSED - Recommendation accepted for Pacific Bell
42	Recommendation: Benchmark of 99.99% for CLEC only interfaces.	Time Warner	CLOSED - Recommendation not accepted
43	Recommendation: This measure be eliminated - ILECs believe they have implemented or can quickly change to parity by design process (broadcast Email) and have the process validated for "parity by design" criteria.	GTE/PB	CLOSED - Recommendation accepted
44	Recommendation: Sub-measure established to measure access to ILEC Provisioning Center.	ATT	CLOSED - Recommendation accepted
44	Recommendation: Benchmarks for GTE of an average of 15 sec. to evaluate access to GTE's Ordering and Repair Centers.		CLOSED - Recommendation accepted, with a benchmark of 17 seconds for GTE
General Comments	Recommendation: That JPSA include that the effect of "Force Majeure" events on performance results is being addressed in Incentives proceeding.	GTE	CLOSED - Recommendation not accepted
SGT	Recommendation: Establish an SGT categories for UNE Platform (Loop+Transport - EELs), dark fiber, unbundled sub-loop, packet switching .	WORLDCOM	CLOSED - SGTs established for these services

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SGT	Recommendation: Compare performance on UNE Sub Loop (xDSL) with same product provided to ASI for provisioning and maintenance measures (except Measures 19 and 23). All other UNE Sub Loop measures will be reported diagnostically for provisioning and maintenance (except Measures 19 and 23)	Northpoint, WORLDCOM	CLOSED - Recommendation accepted for Pacific Bell.
SGT	Recommendation: GTE use retail xDSL service as parity comparison for wholesale xDSL SGTs.	CLECs	CLOSED - Recommendation accepted for GTE
SGT	Recommendation: Aggregation of SGT's for UNE Port.	Sprint, PB	CLOSED - Recommendation accepted
SGT	Recommendation: Implement a measure for Collocation Cross Connects	WORLDCOM	CLOSED - Collocation cross-connects tracked as part of Unbundled Dedicated Transport
SGT	For UNE P and LNP, is the retail analog Retail POTS - Bus. or Retail POTS -Res.?	WORLDCOM	CLOSED - Issue pertains to GTE
SGT	Recommendation: Make a distinction between loop orders under and over 18,000 feet because of the different way these loops are provisioned.	COVAD/ NORTHPOINT	CLOSED - Recommendation accepted for GTE
SGT	Recommendation: A UNE Loop xDSL non-designed and designed disaggregation is needed.	COVAD/ NORTHPOINT	CLOSED - Recommendation accepted for GTE
Other - Maintenance measures	Recommendation: Measure the number of troubles and timeliness of repair of troubles associated with untimely or incorrect loading of LRN information.	Time Warner	CLOSED - Recommendation not accepted
Positive Reporting	Recommendation: Change the "Reporting Process" section of the JPSA from positive reporting for all measures to activity-based reporting.	PB/GTE	CLOSED - Recommendation accepted